



## Managed Care Nonrenewal Tool Kit

The following message from Michael McMullan, the Acting Director of HCFA's Center for Beneficiary Services, provides an overview of the nonrenewal tool kit to the HCFA Regional Offices and State Health Insurance Assistance Programs (SHIPs).

As you may know, some Medicare managed care plans have decided not to continue serving beneficiaries in select counties next year for individual business reasons. Managed care nonrenewals will affect approximately 934,000 Medicare beneficiaries in 34 states this year. Individuals affected by a plan withdrawal should receive an initial letter in July and a final beneficiary notice from their plan by October 2, 2000. The final beneficiary notice will provide more detailed information about health care options, including information about Medigap insurance.

To help HCFA staff and our partners communicate options and helpful information regarding Medicare and managed care plans, we have designed the enclosed (*Managed Care Nonrenewal Tool Kit*) taking into account the various audiences and messages needed for the HCFA Regional Offices and the State Health Insurance Assistance Programs (SHIPs). The contents of the kit include:

- Fact sheets covering beneficiary rights, options and resources available
- Talking points
- Q & A documents
- PowerPoint presentation
- Model press releases
- Additional resources

In addition to the general contents of the *Managed Care Nonrenewal Tool Kit*, you may want to include supplemental information, such as state specific statistics and information on remaining plans and Medigap insurance.

Other resources available to beneficiaries are 1-800-MEDICARE (1-800-633-4227) or 1-877-486-2048 for the hearing impaired, the Medicare website ([www.medicare.gov](http://www.medicare.gov)) and State Health Insurance Assistance Programs.

The national toll-free service can answer any questions about Medicare and Medicare health plan options as well as supplying additional resources, such as the 2000 Guide to Health Insurance and 2001 Medicare & You.

The Medicare website features Medicare Health Plan Compare and Medigap Compare, which allow viewers to compare Medicare health plan options at a county or zip code level and to learn about the Medigap options available to them. Beneficiaries can also be encouraged to take advantage of free and confidential one-on-one health insurance counseling and assistance through the State Health Insurance Assistance Programs.

Beneficiaries will be looking to you to inform them that no matter what happens they will still be covered by the Medicare program and their existing coverage will continue until December 31, 2000.

All HCFA staff and SHIPs share my concern for those affected by managed plan nonrenewals and understand that we need to be an effective resource for beneficiaries. As an organization, we are committed to making this a smooth transition for beneficiaries by informing them and ensuring that they have useful information about Medicare and that their rights and protections are preserved.

Michael McMullan  
Acting Director, Center for Beneficiary Services

